



Board Report

File #: 2019-0013, **File Type:** Informational Report

Agenda Number: 20.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 21, 2019**

SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

ISSUE

This report reflects December 2018 performance data as reported under the transit policing deployment strategy which is a combination of in-house fare compliance officers, private security for fixed assets and a multi-agency law enforcement deployment strategy by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff’s Department (LASD), and Long Beach Police Department (LBPD). The information in this report summarizes Crimes Against Persons, Crimes Against Property, and Crimes Against Society data under Uniform Crime Reporting (UCR) Program, average emergency response times, assaults on bus operators, and Metro’s fare compliance and homeless outreach efforts. The Six Key Performance Indicators (KPI) are Uniform Crime Reporting guidelines, Average Emergency Response Times, Percentage of Time Spent on the System, Ratio of Staffing Levels vs Vacant Assignments, Ratio of Proactive vs Dispatched Activity, and Number of Grade Crossing Operations.

BACKGROUND

UCR is a National Incident-Based Reporting System from the US Department of Justice. It captures crime offenses in one of three categories: Crimes Against Persons, Crimes Against Property, and Crimes Against Society.

DISCUSSION

Crime stats are as follows:

Crimes Against Persons

For the month of December 2018, crimes against persons decreased by 48 crimes system-wide compared to the same period last year.

Crimes Against Property

For the month of December 2018, crimes against property decreased by 1 crime system-wide compared to the same period last year.

Crimes Against Society

For the month of December 2018, crimes against society increased by 8 crimes system-wide compared to the same period last year.

Bus Operator Assaults:

There were 5 bus operator assaults reported in December, which is 3 fewer operator assaults compared to the same period last year.

Average Emergency Response Times:

Emergency response times averaged 4.88 minutes for the month of December.

Physical Security Improvements:

The Systems Security and Law Enforcement division continues to provide a secure and safe environment for our patrons and employees. Our Metro Facility physical security assessment was completed, and the report was presented to key Metro leaders in Bus and Rail Operations, Information Technology and Facilities. The physical security assessment of Union Station started in August, and will conclude in February 2019.

We are working closely with the Los Angeles Police Department to develop a concept of the operations for the deployment of the Thruvision detection at range technology. We have had several meetings with the LAPD, and we continue to develop the procedures that will protect the public and Metro.

The Red Line ancillary area surge continues, and we are making progress with securing our underground rail stations. We are planning for the New Blue Line construction and the second Green Line tie-in operation in January 2019.

Metro's Homeless Efforts:

In spring 2016, Metro created the Metro Homeless Task Force to address the displaced persons that have turned to Metro system and property for alternative shelter. Out of the Task Force, Metro created the Metro Transit Homeless Action Plan which was presented to the Metro Board of Directors in February 2017. The Action Plan's goals are to enhance the customer experience, maintain a safe and secure system, and provide coordinated outreach. Components of the plan include Metro's coordination with County and City Measure H and Measure HHH. The plan also called for the hiring of two C3 teams (County, City, Community) through the County Department of Health Services as indicated by Metro's Board of Directors. The C3 teams are to provide coordinated and responsive outreach to the homeless and to ultimately get them in housing resources.

Metro's C3 Homeless Outreach Teams:

Metro's C3 Homeless Outreach teams' twelve-month pilot program began on May 22, 2017 with initial homeless outreach on the Red Line. Since the launch of Metro's C3 Homeless Outreach teams they have provided substantial homeless outreach-with 3,506 total unduplicated homeless contacts, 947 of whom have been linked to permanent housing solutions. In FY19 Metro expanded

the C3 teams from two to eight teams to cover rail, bus and Union Station. Currently, all there are 7 PATH teams deployed on the rail and at Union Station, hiring for bus deployment remains a challenge.

C3 Homeless Outreach October 1, 2018 through December 31, 2018:

Performance Measure	December Number Served	Project Year to date Number Served
Contacts with unduplicated individuals	295	4,052
Unduplicated individuals engaged	127	2,404
Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)	160	1,563
Unduplicated individuals engaged who are successfully linked to an interim housing resource	58	588
Unduplicated individuals engaged who are linked to a permanent housing resource	6	289
Unduplicated individuals engaged who are permanently housed	6	70

C3 Coordination with Law Enforcement

With Metro System Security and Law Enforcement personnel as the lead, Metro’s C3 teams coordinate with LAPD’s Homeless Outreach and Protective Engagement (HOPE) Teams, LASD’s Mental Evaluation Teams (MET), Long Beach PD, and Metro’s Transit Security Officers, in an effort to engage the homeless and provide placement into services. These law enforcement entities provide gap service on the lines for homeless outreach when the C3 Teams are off duty or working another portion of the system.

Our current investment is slightly over \$5M annually for the C3 Outreach teams (40 personnel). We also added 10 full-time LAPD HOPE Officers; we’ve grown the LASD MET Teams from 6-10, and we’ve added 2 Quality of Life Officers to the Long Beach contract - all focused on homeless/mental illness interventions. In addition, we are working with a consultant to bring external partners into this problem-solving effort.

LAPD Homeless Referrals to Metro’s C3 Teams for the Month of December 2018.

LAPD referred 16 homeless individuals to Metro’s C3 Outreach teams resulting in:

- Two were placed in shelter.
- Three completed the CES HFH application

- One completed a Coordinated Entry System Packet only
- One completed the Housing for Health application
- One was permanently housed
- One was taken to the DMV and Social Security Office.
- One engaged with staff but denied shelter
- One was reconnected to Ascencia for services
- Two were taken to the hospital
- Two declined to speak with staff

Sheriff Mental Evaluation Team (MET) Contacts December 2, 2018 through January 5, 2019

These monthly statistics only include contacts of the Transit MET Units. They do not include contacts made by other Transit Services Bureau personnel. In addition to the below data:

- Transported 38 clients to other homeless outreach connection services.
- One team attended a Mental Health Update & Interaction with the Developmentally Disabled Training course on 12/05/18.
- One team attended MTA Light Rail training class on 12/08/18.
- 3 teams attended a meeting with Metro and Pivot Homeless Consultants team at USG on 12/13/18.
- 5 teams attended a Los Angeles County Mental Evaluation Teams training meeting, hosted by LASD Transit MET on 12/19/18.

December 2018 Law Enforcement Homeless Outreach

ACTION	LAPD HOPE	LASD MET	LBPB
Contacts	224	811	5
Referrals	64	496	3
5150 Holds	7	19	0
Mental Illness	33	248	3
Substance Abuse	75	202	0
Veterans	7	10	0
Shelter	11	16	0
Motel Housing Plan	1	0	0
VA Housing	1	0	0

Return to Family	3	0	0
Transitional Long Term Housing	4	1	0
Detox	0	1	0
Rehab	7	0	0

Metro’s Encampment Protocol:

Metro has developed an encampment protocol to be applied to all of Metro properties. First priority will occur at employee interfacing encampment locations, Divisions 1 and 2, followed by the Orange Line.

Measure H Generalist:

Metro’s Homeless Action Plan integrates itself into the work provided under Measures H and HHH. Part of the E6 Strategies of Measure H includes 40 additional outreach workers otherwise known as “generalists” to conduct outreach on government properties including Metro, and countywide parks, libraries, beaches and harbors. These generalists will not go past the fare gates and their data, per the county will not be extrapolated for Metro. However, these generalists will work with the C3 teams to provide outreach services.

Mental Health Outreach Workers:

Metro pilot program with the LA county Department of Mental Health will be launched pending County mental health outreach workers becoming available.

Metro Homeless Task Force

Metro hosted its quarterly Homeless Task force on December 12, 2018. Attendees included LA County, LA City, Metro personnel, business interests and elected staff.

2019 LAHSA Homeless Count

For the fourth year, Metro partnered with the Los Angeles Homeless Services Agency (LAHSA) and the United Way for the Greater Los Angeles Homeless Count. The count will assess the number of homeless individuals in LA County who are homeless. Metro’s system was counted on January 25, 2019 at 5am. All Metro personnel were notified how they could volunteer to count the Metro system. Currently, data from the LAHSA Count is not specific to Metro, but instead is Service Planning Area (SPA) based.


ATTACHMENTS

- Attachment A - System-Wide Law Enforcement Overview December 2018
- Attachment B - Detail by Rail Line December 2018
- Attachment C - Key Performance Indicators December 2018

Attachment D - Transit Police Summary December 2018

Prepared by: Alex Z. Wiggins, Chief, System Security and Law Enforcement,
(213) 922-4433

Reviewed by: Phillip A. Washington, Chief Executive Officer, (213) 922-7555



Phillip A. Washington
Chief Executive Officer